

**MARICOPA COUNTY ANIMAL CONTROL QUARTERLY REPORT**  
**Fourth Quarter FY00-01**  
**Edward A. Boks, Director**

GOALS	ACCOMPLISHMENTS/COMMENTS
<p>Field:</p> <p>Increase 54-11s by 5% by June 30, 2001.</p> <p>Increase 54-13s by 5% by June 30, 2001.</p> <p>Total field activities.</p> <p>Initiate special services team by April 1, 2001.</p> <p>Decrease dropped calls in call center to no more than 5% by June 30, 2001.</p> <p>Ensure new city contracts are in place for FY02 by June 30, 2001.</p> <p>Revise County ordinances and get Board of Supervisors approval by April 1, 2001.</p> <p>Special training.</p> <p>Other.</p>	<ul style="list-style-type: none"> <li>◆ Increased from 12,921 during FY00 to 14,606 during FY01 – an increase of 13.3%</li> <li>◆ Increased from 3,296 during FY00 to 3,904 during FY01 – an increase of 18.5%</li> <li>◆ Increased from 49,101 during FY00 to 55,349 during FY01 – an increase of 12.7%</li> <li>◆ 6-member special response team created and trained to handle police emergency calls, etc.</li> <li>◆ Fiscal year dropped call rate was 9.5%; fourth quarter rate was 8.5%.</li> <li>◆ New cities contracts negotiated and approved for FY02-04 with sixteen municipalities for three different service levels – basic, enhanced, and hourly. This is the first time AC&amp;C has approached full-cost recovery from the cities and towns for field services.</li> <li>◆ County ordinance revisions awaiting final review through County Attorney's Office and OMB.</li> <li>◆ All Call Center staff attended Telephone Etiquette class, and attended training on rabies, including a movie on case histories, transmission, and prevention.</li> <li>◆ Call Center staff moved into main West Valley AC&amp;C center after a two-year stint at the old Parks Building on Durango.</li> </ul>
<p>Shelter:</p> <p>Increase adoptions by 5% by June 30, 2001. Implement and/or enhance adoption programs: Pet Adoption Center, Mobile Adoption Unit, Pet of the Month Program, Luv-A-Pet program. Pets for Seniors program.</p> <p>Reduce euthanasia rate by 5% by June 30, 2001, Implement and/or enhance life saving programs: New Hope Program, Foster Care Program, Pets 911 Program, Pet Ark Program, Canine Evaluation Training, Behavior Modification Training, Shelter Medical Program.</p> <p>Ensure a fully staffed, well-trained, professional work force.</p> <p>Increase RTO return to owner rate by 5% by June 30, 2001. Implement Web based lost and found system in partnership</p>	<p><b>COMPARISON OF 4<sup>TH</sup> QUARTER 2001 TO 4<sup>TH</sup> QUARTER 2000:</b></p> <ul style="list-style-type: none"> <li>• Impounds Increase of 2.4%</li> <li>• RTO's decrease of 5.5%</li> <li>• Adoptions increase of 26.2%</li> <li>• Euthanasia decrease of 9.8%</li> <li>•</li> </ul> <p><b>TRAINING-</b></p> <ul style="list-style-type: none"> <li>• New shelter Manager and Supervisor were hired and began training program at the West Valley Shelter.</li> <li>•</li> </ul> <p><b>MEDICAL PROGRAM-</b></p> <ul style="list-style-type: none"> <li>• Completed surgeries increased to an average of 50 a day.</li> <li>• Post adoption examinations have decreased to an average of 15 a day.</li> <li>• Our STAR program saved 30 pets that would have been euthanized a year ago.</li> <li>• This quarter less than five reported cases of adopted animals with untreatable communicable disease.</li> <li>• 1000 animals are in foster care.</li> <li>• 50 foster homes are active.</li> <li>• 35 veterinarians have signed up to provide free wellness exams to people who have adopted pets from AC&amp;C</li> <li>• Adoptable animals are receiving Bordatella vaccines.</li> </ul> <p><b>FACILITY IMPROVEMENTS/ENHANCEMENTS-</b></p> <ul style="list-style-type: none"> <li>• A volunteer corporate group painted the East Valley Shelter exterior. In-</li> </ul>

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<p>with the Pet Ark System and Pets 911.</p> <p>Enhance Shelter Medical Program: Ensure overall health of animals to be adopted, Facilitate spay/neuter of all potential candidates, Educate and teach potential adopters and shelter staff, Diagnose and treat sick animals.</p>	<p><b>Kind service and donations valued at \$5,000.</b></p> <ul style="list-style-type: none"> <li>• <b>Interior walls were completed at the East Valley shelter.</b></li> <li>• <b>Grooming tubs were installed in both clinics. Donate by ARF foundation.</b></li> <li>• <b>Examination rooms were remodeled at both clinics. Donated by ARF foundation.</b></li> </ul>
<p>Human Resources: Create a recruitment tool to provide ACCS position information to the public by Feb. 2001.</p> <p>Implement supervisory training program by Jan. 2001</p> <p>Implement a monthly employee newsletter by Feb. 2001.</p> <p>Implement a New Employee Orientation program.</p> <p>Implement Employee Recognition program by Mar. 2001.</p> <p>Implement an interview process for ACCS vacancies by Jan. 2001.</p> <p>Implement competency based testing for ACCS vacancies by June 2001.</p> <p>Conduct internal employee satisfaction surveys Mar. 2001.</p> <p>Update ACCS Human Resources policies and procedures by Aug. 2001.</p>	<ul style="list-style-type: none"> <li>• Receiving approximately five interest cards from the public each week</li> <li>• Supervisory training topics addressed include: <u>Progressive Discipline</u>, <u>Workman's Compensation</u> and Fundamental supervision skills</li> <li>• Five issues of the employee newsletter have been distributed to all employees via payroll</li> <li>• Two AC&amp;C New Employee Orientations have been presented to <b>new</b> staff since April 1<sup>st</sup>. A review of the orientation plan is scheduled for next quarter.</li> <li>• A proposal for a five tier Employee Recognition program has been developed and is waiting management's approval.</li> <li>• Vacancies in all departmental areas are approximately 90% filled.</li> <li>• The first stage of competency based testing for vacancies has begun. Initial meetings are being established with managers.</li> </ul>
<p>Public Programs: Increase offsite adoption/PI events</p> <p>Increase volunteer recruitment</p> <p>Revise volunteer program</p> <p>Develop a marketing plan</p> <p>Implement new marketing strategies</p> <p>Revise "look" and content on all ACCS flyers</p>	<ul style="list-style-type: none"> <li>◆ 30 offsite adoption events throughout the valley resulting in 40 animals finding new homes.</li> <li>◆ Adopt-a-thon resulted in 425 animals finding new homes in 32 hours.</li> <li>◆ 9 volunteer orientations bringing in 46 new volunteers.</li> <li>◆ Developed 70 new humane education flyers ready for printing</li> <li>◆ Create new marketing partnerships with Diamondbacks, Coyotes, and various businesses throughout the valley.</li> <li>◆ Developed a new fundraising packet to assist people who want to give to AC&amp;C.</li> <li>◆ 6 dog training classes held at PAC and in Mesa.</li> <li>◆ Developed new calendar of events to include in informational packets.</li> <li>◆ Developed new adoption packet to hand out to new adopters.</li> <li>◆ Positive press on topics such as dog days of summer, fourth of July tips, Adopt-a-Cat month, and spay/days</li> </ul>

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<p>Develop ACCS adoptions counseling and dog training program</p> <p>Develop new public education programs</p> <p>Develop a fund raising strategy and program</p> <p>Increase positive media contacts</p> <p>Increase partnerships</p>	<ul style="list-style-type: none"> <li>◆ Spayed/Neutered 325 cats as part of free public spay days.</li> <li>◆ Implemented the "Big Fix" program to provide spay/neuter services to feral cats, the public, and people on public assistance</li> <li>◆ Developed a partnership with AZCats to assist with Feral Cat issues</li> <li>◆ Partnered with Make-a-Difference, American Express, Equity residential to do improvements in our shelters using corporate volunteers.</li> </ul>
<p>Controller: Recruit, hire and train an accountant.</p> <p>Identify and assign all controller duties.</p> <p>Establish a budget monitoring process.</p> <p>Establish a purchasing process.</p> <p>Construct and distribute monthly financial reports.</p> <p>Licensing: To initiate a new licensing computer program.</p> <p>To initiate dialog with Moore Business Solutions.</p> <p>To research the availability of bar-coding tags.</p> <p>To investigate IVR systems. To look at process/procedure changes.</p> <p>To update the Licensing portion of ACCS manual.</p> <p>To develop online licensing.</p> <p>STATISTICS:</p>	<ul style="list-style-type: none"> <li>• Financial procedures within AC&amp;C continue to be reviewed for process improvement and documentation.</li> <li>• Fixed asset processing, cash receipts and disbursements and donations procedures are being rewritten and implemented within the department. These improvements will maintain the financial integrity of the financial processed and increase efficiency.</li> <li>• Department staff has reviewed the AC&amp;C Managing for Results program. Corporate review will take place in July. Once approved, PAS costing for non-payroll functions and the EJamism timesheet for payroll functions can be implemented.</li> <li>• Licensing options are under total review. A short-term plan will bring the department up to date. Long-term alternatives are being considered with technological upgrades, increased personnel and outsourcing all being reviewed as part of the plan.</li> <li>• Department managers have reviewed FY 2002 operational budgets and approved purchase order transactions for the year. Mangers will oversee transactions and report variances monthly to AC&amp;C finance.</li> <li>◆</li> <li>◆</li> </ul>
<p>I.T.</p> <ul style="list-style-type: none"> <li>• Provide web-based avenue to post information and photos for both adoptable &amp; lost animals .</li> <li>• Migrate LAN to</li> </ul>	<ul style="list-style-type: none"> <li>◆ Migrated LAN to Office 2000, IE 5.5, and added applicable software fixes</li> <li>◆ Lacked funds to migrate to WIN2000 Products.</li> <li>◆ Installed new desktops and retired old hardware.</li> <li>◆ Reviewing &amp; restructuring website.</li> <li>◆ In conjunction with Pet-Ark.com. provided an automated avenue to place photos and animal descriptions of lost and adoptable pets on the WWW.</li> <li>◆ Trained Users on the software.</li> </ul>

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<p>WIN2000 &amp; Office 2000 products</p> <ul style="list-style-type: none"><li>• Provide timely help-desk support for desktops</li><li>• Train new Users on database software, Chameleon</li></ul>	<ul style="list-style-type: none"><li>• Supplied help-desk support activity to ensure fully operational desktop platforms and peripherals.</li><li>♦ Trained Line staff in the use of the database program (Chameleon) and MS Exchange.</li></ul>